

## **ELVEY GROUP STOCK RETURN CREDIT POLICY**

1. The Customer agrees that goods will only be accepted for credit, at the sole discretion of The Elvey group. Any goods which are returned by a customer due to an error on the part of the customer in purchasing same may be accepted for credit solely at the discretion of the company. For returned stock to be considered for credit the following conditions must be met:
  - Within 31 days from the date of delivery,
  - Original invoice or copy of the invoice must be provided as proof of purchase.
  - Stock must be in its original packaging and in good condition.
  - Stock must be in a sellable condition.
2. Stock returned after 90 days will "NOT" be accepted for credit even though the conditions above are met.
3. Stock returned after 31 days from date of delivery are subject to a 20% handling fee.
4. Delivery cost for the return of goods will be for the account of the client, Elvey Group will not be held responsible for any costs arise from the returning of goods for credit.
5. No refunds will be given over the counter. All refund requests must be submitted to the Finance (Debtor's) Department.
6. Elvey reserves the right to test returned stock before a credit refund is done.
7. No items components or kits can be credited separately.
8. All items specifically ordered and/or specified for a customer may not be returned for credit or cannot be cancelled after the stock has been dispatched from the supplier.
9. It is the Customers responsibility to ensure that a signed Goods Returned Note is issued on the return of stock.
10. NO Batteries will be credited unless in their original packaging. Batteries will be tested, and warranties verified before a credit is passed.